



Annual Performance Contract

Fiscal Year • 2011 - 2012



Julie L. Jones: Executive Director



June 16, 2011

Executive Director's Message:

The Florida Department of Highway Safety and Motor Vehicles touches the lives of millions of residents and visitors to our great state each year. With more than 4,500 members serving throughout Florida, we are focused on ensuring public safety and providing exceptional services to all of our customers.

This contract contains performance measures and standards for the 2011-2012 fiscal year. Each measure is linked to our Department's Strategic Plan for the coming year and reflects a continuing commitment to our mission of providing public safety and security through excellence in service, education and enforcement.

The Department will report our performance to the Governor, Cabinet and the public each quarter, and an annual report will be made at the conclusion of the fiscal year. A new dashboard reporting the Department's performance will be updated each month at www.flhsmv.gov.

Our members have the unique opportunity to make a positive impact on the customers we serve. Through the efforts of our members, stakeholders and partners, we remain committed to our vision of a safer Florida.

Julie Jones
Executive Director

PUBLIC SAFETY – *Protect the lives and personal security of our residents and visitors through enforcement, service and education.*

A. Highway crashes	ANNUAL STANDARD
1. % change in highway fatalities to previous year	0% or reduction
2. % change in highway crashes to previous year	0% or reduction
3. % change in highway injuries to previous year	0% or reduction
4. % change in teen drivers involved in fatal crashes to previous year	0% or reduction
5. % change in alcohol-related fatalities to previous year	0% or reduction
6. % change in commercial vehicle crashes to previous year	2% or greater reduction
B. Highway safety education and enforcement	
7. % of duty hours spent on patrol and investigation activities	72%
8. Number of highway safety education hours provided	7,500
9. Number of commercial vehicle inspections performed	75,600
C. Criminal Investigations	
10. % of criminal investigation cases resolved within 90 days	70%
11. % of field intelligence reports reviewed, analyzed and disseminated within 30 days	75%

RELIABLE SERVICE DELIVERY – *Provide efficient and effective services that exceed the expectations of our customers and stakeholders.*

A. Motorist transactions successfully completed	
12. % of registration transactions successfully completed	95%
13. % of title transactions successfully completed	90%
14. % of driver license and identification card transactions successfully completed	98%
15. % of disabled parking permit transactions successfully completed	98%
16. % of temporary operating permit transactions for heavy commercial trucks successfully completed	90%
B. Customer services completed timely	
17. % of calls for service responded to by FHP within 30 minutes	65%
18. % of driver license office customers waiting 30 minutes or less for service	95%
19. % of titles issued within 3 workdays of request	98%
20. % change in average wait time for Customer Service Center calls to previous year	5% or greater reduction
21. % of business licenses issued timely	98%
C. Customer Satisfaction	
22. % of customers that rate services as satisfactory or better	85%

LEVERAGE TECHNOLOGY – Build upon the department's successful integration of technology into the way we do business.

A. Customer Technology Use	ANNUAL STANDARD
23. % of customers being served via internet	20%
24. % of motor vehicle and vessel titles issued electronically	20%
25. % change in Emergency Contact Information registrants to previous year	10% or greater increase
B. New Technology Projects	
26. % of new projects developed and implemented timely	95%
27. % of time dedicated to research and development	20%
C. Computer support uptime available to our partners	
28. % of Mainframe system uptime	99.9%
29. % of Oracle uptime	99.9%
30. % of SQL server uptime	99.9%
31. % of Customer Information Control System (CICS) uptime	99.9%

TALENT CREATION AND DEVELOPMENT – Build a business environment that regards our members as our most valuable resource.

32. % of members who rate job satisfaction as satisfactory or better	75%
33. % change in leadership training program participation to previous year	1% or greater increase
34. % change of positions filled by internal promotion to previous year	1% or greater increase